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## Slamming and Cramming Rules Approved

(Phoenix, Ariz. – May 21, 2004) Attorney General Terry Goddard today approved the Arizona Corporation Commission's Slamming and Cramming rules. These rules are intended to protect consumers of wired telecommunication services from unauthorized charges and unauthorized changes to the consumer's services.

"These rules will provide consumers an additional level of protection from phone companies charging for services the customer has not order or for unauthorized switches without permission from the customer," Goddard said.

The rules provide for following:

- Carriers must verify changes in a service agreement with the customer before implementing those changes
- Carriers must give detailed information about new products or services offered to consumers
- Creates an informal complaint process at the Arizona Corporation Commission for consumers who believe they have been the victim of slamming or cramming
- Authorizes the Arizona Corporation Commission to take enforcement action against carriers who violate the Slamming and Cramming rules, including orders of corrective action, monetary penalties and revocation of a carrier's certificate of convenience and necessity.

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